



UNIVERSITY OF RUHUNA

Faculty of Engineering

End-Semester 6 Examination in Engineering: December 2015

Module Number: IS 6304

Module Name: Management and Organizational Behaviour

[Three hours]

[Answer six (06) questions only. First question is compulsory.]

[Each question carries 10 marks]

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1. Today millions of men and women around the world spend their days as managers in organizations. They confront challenges as they strive to complete their daily tasks. Proper Management makes sure that each part of the company works towards achieving a common goal without disarray.
 - I. What are the four main activities of the management process?

(2 Marks)
 - II. Explain some key points which make management vital to any process in the organization.

(4 Marks)
 - III. Discuss different managerial roles and managerial skills that engineers must have as managers in their positions.

(4 Marks)

 2. "An organisation cannot build a good team of working professionals without good Human Resources."
 - I. What are the personnel aspects of a manager's job?

(2 Marks)
 - II. Explain nature of job analysis and uses of job analysis information to each human resources function?

(4 Marks)
 - III. Why employees' performances are appraised? Explain

(4 Marks)

3. In the business world today, Organizational Behavior is an essential tool for managing effective teams and it helps to understand and predict human behavior in an organization.
- I. What do you mean by organizational behavior?
(3 Marks)
 - II. Define the term motivation.
(2 Marks)
 - III. What are the methods you implement to motivate your team as the engineer in the engineering department in an organization? Explain using a need theory.
(5 Marks)
4. "Ability to function well in groups" is often near the top of employer lists of desired skills in new hires of the advertisement.
- I. Define the term group?
(2 Marks)
 - II. What are the different types of groups? Briefly explain with examples.
(4 Marks)
 - III. How can you create individuals as team players as chief engineer in the engineering function in an organization?
(4 Marks)
5. "Individuals spend nearly 70 percent of their working hours for communicating—the study reveals." Good communication skills are critical to career success.
- I. Briefly explain the elements of the communication process.
(4 Marks)
 - II. How do you communicate with your team members to have good interpersonal relationship as an engineer in your department?
(6 Marks)

6. One of major function of an organizational structure is to increase standardization. Using the chain of command, managers can direct the activities of subordinates toward a common purpose.

- I. How do you define an organization structure? (2 Marks)
- II. What are the six key elements that define an organization's structure? (2 Marks)
- III. What is a matrix organization? (2 Marks)
- IV. What is the difference between a mechanistic structure and an organic structure? (2 Marks)
- V. What are the characteristics of bureaucracy structure organization? (2 Marks)

7. Write short notes about **five (05)** of the following.

- I. Scientific Management
- II. Managerial beliefs about people and work : Theory X and Theory Y
- III. Job Analysis
- IV. Organizational culture
- V. Stress interview
- VI. Span of control
- VII. Functional conflict

(Each Carries 2 Marks)